

ABSTRACT OF THE DISCLOSURE

A system and method for automating the performance of substitute fulfillment to assign a replacement worker to substitute for a worker during a temporary absence. Using a database of substitute fulfillment data, the system handles key functions of performing substitute fulfillment. Substitute fulfillment data is stored centrally in a database on a server at a common site for multiple organizations employing the substitute fulfillment system. The database includes worker data records and substitute data records. When an worker absence is indicated, the system searches the database to obtain a list of potential replacements for the absent worker. The system contacts potential replacements until one is found or until the list is exhausted. The system generates suitable reports and notifies organization personnel of any activity. The system relies on multiple communications channels to interact with client organizations, workers, and substitutes. The system may maintain data and perform substitute fulfillment across multiple organizations. The system stores and aggregates historical system operation data, and prepares reports and provides services using the historical data.